

UNIVERSITY OF SOUTHERN CALIFORNIA

Student Programs Director

Job Code: 137627

OT Eligible: No

Comp Approval: 8/8/2016

JOB DESCRIPTION:

Manages multiple student programs through designated managers. Ensures quality programming aimed at enhancing student life. Works in a student center or program such as orientation, residential life, intramurals, international student services, student conduct, student government, testing bureau, etc. This position is not to be used for staff performing student services functions such as admissions, recruitment, financial aid, academic counseling, records and registration, graduation clearance, etc.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____	_____	Manages multiple student programs ensuring quality services and programming aimed at enhancing student life. Directs other managers in short and long term planning, setting goals and strategies, development of program policies and procedures, and ongoing evaluation of program effectiveness.
_____	_____	Directly or indirectly supervises all staff assigned to unit, usually through subordinate managers and supervisors. Determines staffing needs based on goals and objectives of unit. Determines and/or recommends unit salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within unit.
_____	_____	Approves plans for staff training and professional development activities.
_____	_____	Develops and administers program budgets in conjunction with subordinate managers. Monitors program performance to plan and looks for variances or trends. Approves major expenditures and budget adjustments as authorized.
_____	_____	Determines program philosophies and direction and sets priorities.
_____	_____	Resolves problems referred by managers and provides policy and regulatory interpretations as needed. Responds to requests from senior administrators and other university officials for assistance and expertise.
_____	_____	Establishes group goals, allocates resources and assesses performance against goals. Approves the implementation of program changes or enhancements which are based on program feedback and evaluation.
_____	_____	Performs internal and external liaison and public relations to promote student programs and services. Develops communications plans to publicize program services. Interfaces with faculty, administrators, students, staff, parents, community groups, agency representatives, donors, counterparts in other organizations, and others with a connection to the program.
_____	_____	Researches and identifies external funding sources and develops proposals. Interacts with donors, agencies or funding source representatives to exchange information and provide operating and status reports as needed.
_____	_____	Ensures that planning efforts are integrated with those of other university offices. Negotiates priorities and resolves conflicts in student programming services and activities.

- _____ Directs the development of student training. Provides ongoing evaluation of training needs and oversees the development and delivery of training materials, workshops, seminars, and classes. Assesses the effectiveness of training programs.
 - _____ Recommends program planning strategies and policy issues for integration into division short and long-range planning efforts.
 - _____ Maintains professional currency through active participation and leadership in associations and committees both internal and external to the university.
 - _____ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Combined experience/education as substitute for minimum education
Bachelor's degree

Minimum Experience:

5 years

Minimum Field of Expertise:

Student personnel administration with management experience

Preferred Education:

Master's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Ph.D. in student personnel administration, education, counseling or related field

Skills: Other:

Analysis
Assessment/evaluation
Budget control
Budget development
Coaching
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Creative writing and editing
Curriculum development
Customer service
Development/fundraising
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Marketing
Mediation
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/training

Skills: Machine/Equipment:

Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:

Manages through multiple layers of subordinate supervisors.

Supervises: Nature of Work:

Professional/Paraprofessional

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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